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ROBOCALL MITIGATION PROGRAM DESCRIPTION

Aisle Ahead, Inc.

April 7, 2025

Company Identification:

- **Legal Name of Filer:** Aisle Ahead, Inc.
- **FCC Registration Number:** 0036878544
- **Primary Business Address:** 106A W Summit Hill Drive, Knoxville, TN 37902, USA
- **Primary Contact Information:**

Name: Tim Fitzgerald
Title: Director of Infrastructure
Email: tim@aisleahead.com
Phone: 865 524 8888 ext. 857

Statement of Commitment:

Aisle Ahead, Inc. ("Aisle Ahead") is committed to take all reasonable steps necessary to avoid originating illegal robocall traffic that originates within our network and/or application. Aisle Ahead's commitment includes taking the necessary steps to ensure compliance with all applicable federal and state laws and regulations governing the prevention of illegal robocall traffic. Aisle Ahead is committed to respond within 24 hours to all traceback requests from the Federal Communications Commission ("FCC"), law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls.

Description of Robocall Mitigation Practices:

- **Originating Traffic:** Aisle Ahead originates all of its voice calls through Bandwidth, Inc. ("Bandwidth"). We rely on Bandwidth's network infrastructure for the origination and termination of calls. We understand that Bandwidth uses the STIR/SHAKEN framework to (1) sign outbound Internet Protocol ("IP") calls from Bandwidth customers using Bandwidth U.S. phone numbers with "A" for full attestation and (2) sign all other outbound IP calls from Bandwidth customers using non-Bandwidth U.S. phone numbers with "B" for partial attestation. Aisle Ahead relies on Bandwidth's stated commitment to take the necessary steps to prevent malicious forms of traffic from entering its network.
- **STIR/SHAKEN Implementation Plan:** Aisle Ahead is committed to taking the necessary steps to obtain a STIR/SHAKEN digital certificate. Aisle Ahead has set a target date of June 1, 2025, for full implementation with STIR/SHAKEN.

- **Aisle Ahead's Current Robocall Mitigation Measures:** In addition to originating all of its voice calls through Bandwidth as explained above, Aisle Ahead has adopted the following robocall mitigation measures:
 - Aisle Ahead implements a strict Know Your Customer ("KYC") procedure in which Aisle Ahead verifies the identity and communication intent of its customers to prevent misuse of Aisle Ahead's services.
 - Consistent with Aisle Ahead's strict KYC procedure, Aisle Ahead's software limits its customer's ability to originate voice calls only in situations in which another customer has placed a previous order. Further, the voice call is placed by tapping a button that will only be able to call the specific number assigned to the customer that placed the order.
 - Aisle Ahead is committed to actively monitoring its outbound call traffic to identify and investigate irregular and suspicious activity.
 - Suspicious or reported activity is subject to immediate internal review and appropriate remedial action, which will include terminating Aisle Ahead services for engaging in robocalls.

Traceback Cooperation

Aisle Ahead is committed to respond within 24 hours to all traceback requests from the FCC, law enforcement, and the industry traceback consortium, and to cooperate with such entities in investigating and stopping any illegal robocallers that use our service to originate calls. The designated contact for handling traceback requests is:

- **Name:** Tim Fitzgerald
- **Email:** tim@aisleahead.com
- **Phone:** 865 524 8888 ext. 857